

Retail Electric Supplier Complaint Scorecard

March 2021 Through August 2021

Legend

Lowest Complaint Rate	★★★★★
Lower Than Average Rate of Complaints	★★★★
Average Complaint Rate	★★★
Higher Than Average Rate of Complaints	★★
Highest Complaint Rate	★

Background

- The following Complaint Scorecard shows how each of the retail electric suppliers' rate of complaints compares to the average rate of complaints for the entire residential market.
- A five-star methodology was implemented on the February 2013 Complaint Scorecard due to the increased number of electric suppliers serving residential customers.

Rank	Supplier	August 2021	July 2021
1	IGS	★★★★★	★★★★★
2	Rushmore Energy	★★★★★	★★★★★
3	Public Power	★★★★★	★★★★★
4	Frontier Utilities Northeast	★★★★★	★★
5	American Power & Gas of IL, LLC	★★★★★	★★★★★
6	Hero Power	★★★★★	★★★★★
7	MidAmerican Energy Services	★★★★★	★★★★★
8	Plymouth Rock Energy ‡	★★★★★	★★★★★
9	Everyday Energy. LLC d/b/a Energy Rewards	★★★★★	★★★★★
10	South Bay Energy Corp.	★★★★★	★★★★★
11	Josco Energy II Llc ‡	★★★★★	★★★★★
12	Constellation	★★★★★	★★★★★
13	Homefield Energy	★★★★★	★★★★★
14	Nordic Energy Services	★★★★★	★★★★★
15	MC Squared Energy Services	★★★★★	★★★★★
16	Dynegy	★★★★★	★★★★★
17	National Gas & Electric	★★★★★	★★★★★
18	Green Mountain Energy	★★★★★	★★★★★
19	Ambit	★★★★★	★★★★
20	Vista Energy Marketing, L.P.	★★★★	★★★★
21	Inspire Energy Holdings LLC	★★★★	★★★★
22	Engie Retail d/b/a Think Energy	★★★★	★★
23	Star Energy Partners LLC	★★★★	★★★★
24	Reliant Energy Northeast d/b/a NRG Retail Solutions	★★★★	★★★
25	Direct Energy Services	★★★★	★★★★
26	AEP	★★★★	★★★★
27	Energy Harbor	★★★★	★★★★★
28	Eligo Energy IL, LLC	★★★★	★★★★
29	Xoom Energy Illinois, LLC	★★★	★★★★★
30	Viridian Energy PA LLC	★★★	★★★
31	Pure Energy USA II, LLC	★★★	★★★
32	Just Energy f/k/a Commerce d/b/a Tara Energy	★★★	★★★★
33	Cleanchoice Energy f/k/a Ethical Electric	★★★	★★★★
34	Energy Plus Holdings LLC	★★★	★★★
35	Santanna Natural Gas Corporation	★★★	★★★★★
36	Energy Services Providers d/b/a Illinois Gas & Electric	★★★	★★
37	Liberty Power	★★★	★★★
38	Residents Energy	★★	★★
39	Spark Energy **	★★	★★
40	IDT Energy	★★	★★

Rank	Supplier	August 2021	July 2021
41	Clearview Electric	★ ★	★ ★
42	ResCom Energy	★ ★	★
43	Great American Power, LLC	★ ★	★ ★
44	Smart Energy Holdings, LLC	★ ★	★ ★ ★
45	North American Power and Gas	★ ★	★ ★
46	Starion Energy PA Inc.	★ ★	★ ★
47	Park Power	★ ★	★
48	Indra Energy ***	★ ★	★ ★
49	Tomorrow Energy Corp	★ ★	★
50	Stream Energy Illinois, LLC	★ ★	★ ★
51	RPA Energy Inc.	★	★
52	Mega Energy	★	★
53	Major Energy	★	★
54	Sfe Energy Illinois, Inc	★	★
55	Alpha Gas & Electric, LLC	★	★
56	RealGY	★	★
57	Atlantic Energy	★	★
58	Switch Energy, LLC	★	★

Notes

- The suppliers are scored into five groupings of approximately equal size based on a six-month rolling average of complaint rates per 1,000 customers relative to other companies.
- These figures are updated monthly and are based on all informal complaints the ICC has received, irrespective of whether or not the supplier was determined to be at fault or adequately resolved the customer's complaint.
- In many cases, the ICC's informal complaint process adequately addresses the customer complaints with quick resolution by the supplier.
- Significant changes in the complaint ratio may occur from month to month for smaller suppliers based on only a few complaints.
- This complaint summary should be viewed as only one measure of the customer service provided by the suppliers.
- You may wish to also review other resources regarding a supplier's customer service such as the Better Business Bureau.

‡ Supplier had fewer than 200 residential customers for a portion of the six-month reporting period.

** Supplier was formerly known as Spark Energy, L.P.

*** Supplier was formerly known as PALMCo Energy